

CLAIMS

- 1 1. A service information portal for displaying customer-based portal view display of
2 networked computing environments, wherein said portal view display includes
3 management information of a type, depth and breadth specified by an end-user in a
4 format and arrangement also specified by the end-user.
- 1 2. The service information portal of claim 1, wherein said service information portal
2 comprises:
3 a portal view profile manager that provides a portal view profile associated with the
4 end user, wherein said portal view profile is configured and causing generation of a
5 customized portal view display; and
6 a portal view display manager that executes said portal view profile to generate said
7 customized portal view display.
- 1 3. The service information portal of claim 2, wherein said service information portal
2 further comprises:
3 a portal view edit manager that enables the end user to interact with said referenced
4 data miners to modify portions of said portal view profile that reference said data miners.
- 1 4. The service information portal of claim 3, wherein said service information portal
2 further comprises:
3 a help display manager that displays help files in response to an end user's
4 request.
- 1 5. The service information portal of claim 1,
2 wherein said portal view profile manager comprises a database of executable
3 portal view profiles each designed for and/or by a particular end-user, wherein each said
4 portal view profiles includes a reference to one or more selected data miners included in a
5 library of a plurality of data miners, and
6 wherein said portal view display manager executes one of said portal view profiles
7 and the data miners referenced therein, wherein each said data miner module extracts data

8 from predetermined entities in the computing environment for generating data and derives
9 said management information therefrom.

1 6. The service information portal of claim 1, wherein said portal view display is
2 generated automatically with no end-user action beyond logging into the service
3 information portal.

1 7. The service information portal of claim 1, wherein said portal view profile is
2 associated with a group of end-users including said end-user.

1 8. The service information portal of claim 1, wherein said computing environment
2 includes domain managers accessed by said data miners, wherein said domain managers
3 comprise one or more of the group consisting of:

4 network managers that manage individual and collections of networks;

5 software application managers that manage software applications executing on a
6 node or server of the computing environment;

7 database managers that manage databases executing on a node or server of the
8 network system; and

9 server managers that assist a network administrator manage the operations of each
10 server in a network.

1 9. The service information portal of claim 1, wherein said portal view display format,
2 depth breadth and arrangement are determined by attributes included in said portal view
3 profile.

1 10. The service information portal of claim 5, wherein said portal view profile manager
2 further comprises:

3 a repository of mapping data that associates each end-user and one of said portal
4 view profiles; and

5 a profile selector that, based on said end-user, retrieves from said repository one of
6 said portal view profiles that is to be implemented for said selected end-user,

7 wherein, for each of said references to a data miner, said portal view profile selector
8 verifies that said reference has a syntax appropriate for said referenced data miner.

1 11. The service information portal of claim 4, wherein said portal view profile is an
2 extensible, executable software program that invokes a pre-determined combination of
3 data miners that generate or cause the generation of management information to assist the
4 user manage the computing environment..

1 12. The service information portal of claim 11, wherein each said portal view profile
2 comprises sheet display specifications defining one or more sheets of management
3 information, said sheets displayed alternatively, wherein said sheet display configuration
4 includes specifications defining one or more columns within each said one or more
5 sheets, wherein said column specifications including one or more data miner references,
6 wherein each portal module reference includes portal module configuration parameters
7 that provide attribute settings to the referenced portal view module when it is invoked.

1 13. The service information portal of claim 10, wherein said portal view profile selector
2 further accesses a database of portal view specification files, each said portal view
3 specification file defining a grammar that is to be used in a portal view profile in
4 connection with a corresponding portal view module.

1 14. The service information portal of claim 13, wherein said portal view profile
2 specification is a document type descriptor (.dtd) file and wherein said portal view profile
3 is an XML file.

1 15. The service information portal of claim 1, wherein said portal view display includes
2 a series of windows each allocated to the display of management information provided by
3 a particular data miner.

1 16. The service information portal of claim 2, wherein said portal view display manager
2 displays a detailed portal view display of a selected one of said series of windows in
3 response to a request by the end user.

- 1 17. The service information portal of claim 2, wherein said portal view edit manager
2 provides the end user with the ability to modify said portal view profile.
- 1 18. The service information portal of claim 3, wherein said portal view edit manager
2 enables the end user to modify said data miners referenced in said portal view profile.
- 1 19. A service information portal for providing a network administrator with a
2 customizable, extensible portal view display of management information reflective of a
3 desired aspect of a computing environment.
- 1 20. The service information portal of claim 19, wherein said portal view display
2 includes management information of a type, depth and breadth specified by the network
3 administrator in a format and arrangement also specified by the network administrator
4 through a graphical user interface.
- 1 21. The service information portal of claim 20, wherein said service information portal
2 comprises:
3 a portal view profile manager that provides a portal view profile associated with the
4 end user, wherein said portal view profile is configured and causing generation of a
5 customized portal view display; and
6 a portal view display manager that executes said portal view profile to generate said
7 customized portal view display.
- 1 22. The service information portal of claim 21, wherein said service information portal
2 further comprises:
3 a portal view edit manager that enables the end user to interact with said referenced
4 data miners to modify portions of said portal view profile that reference said data miners
5 to cause said data miners.

1 23. The service information portal of claim 1, wherein a portal view profile manager
2 comprises:

3 a database of executable portal view profiles each designed for and/or by a
4 particular end-user, wherein each said portal view profiles includes a reference to one or
5 more selected data miners included in a library of a plurality of data miners; and

6 wherein said portal view display manager executes one of said portal view profiles
7 and the data miners referenced therein,

8 wherein each said data miner module extracts data from predetermined entities in
9 the computing environment for generating data and derives said management information
10 therefrom.

1 24. The service information portal of claim 23, wherein said portal view display format,
2 depth breadth and arrangement are determined by attributes included in said portal view
3 profile.

1 25. The service information portal of claim 23, wherein said portal view profile is an
2 extensible, executable software program that invokes a pre-determined combination of
3 data miners that generate or cause the generation of management information to assist the
4 user manage the computing environment..

1 26. A method for displaying a portal view display of management information relevant
2 to a particular end user and computing environment, comprising:

3 A) receiving an identifier of the end user;

4 B) generating management information specified by the end user, said
5 management information directed only to a portion of the computing environment for
6 which said end user is authorized to manage; and

7 C) displaying said management information on a display device in a format,
8 arrangement specified by the end user.

1 27. The method of claim 26, wherein generating said management information
2 comprises:

3 1) providing a database of data miner modules, each said data miner module
4 generating or causing the generation of management information related to a particular
5 network entity or function;

6 2) generating a database of portal view profiles each referencing a
7 predetermined one or more data miner modules to display management information
8 pertinent to a particular end user;

9 3) retrieving from said database of portal view profiles a portal view profile
10 associated with said end user; and

11 4) invoking said retrieved portal view profile and said one or more data
12 miner modules referenced therein.